

GRIEVANCE REDRESSAL MECHANISM – EGIBL

Edelweiss is one of India's leading diversified financial services Group; Edelweiss group offers large range of services spanning across asset classes, consumer segments including Insurance Broking Services; Edelweiss Gallagher Insurance Brokers Limited (EGIBL) (formerly Edelweiss Insurance Brokers Limited) is in the business of General Insurance Broking. This business requires the Company to help its Customer in selecting an insurance policy as per their need and requirement.

Grievance/Complaint means any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an insurance intermediary or asks for remedial action.

Grievance Redressal Mechanism has been set up by EGIBL for the resolution of any dispute or grievances/ complaints in respect of the Policy.

GRIEVANCE HANDLING AND RESOLUTION PROCESS:

The grievance redressal mechanism ensures that policy holders are provided with a quick and fair resolution by a process as elaborated below:

Complaint resolution is handled by Compliance Team who specialize in grievance redressal role and are empowered to take decisions. Also, all the branches of EGIBL reports the complaints to Compliance Department if at all they receive any complaints at branch.

Customers are requested to submit their written complaint at any of the below mentioned touch points.

The Complaints can be lodged at:

Email ID: insurancebrokers@edelweissfin.com

Call on: 022-67133737

Write to us on: The Compliance Officer, Edelweiss Gallagher Insurance Brokers Limited, 2nd Floor, Tower 3, Wing B, Kohinoor City Mall, Kohinoor City, Kiro Road, Kurla(W), Mumbai – 400 070.

If Customer are not satisfied with the response provided by any of the above touch points you may escalate your complaint as per the below mentioned escalation matrix. The Turn Around Time (TAT) for resolution of the complaint is 14 days from the date of receipt of complaint.

The Escalation matrix in case the complaint is not resolved is as follows:

Level	Name Of The Person	Designation	Email ID	Contact Details
1 st Level	Anup Agrawal	Compliance Officer	anup.agrawal@edelweissfin.com	022-67133702
2 nd Level	Vinay Sohani	Principal Officer	vinay.sohani@edelweissfin.com	022-67133720